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SERIAL NUMBER 10/051,733	FILING DATE 01/15/2002 RULE	CLASS 379	GROUP ART UNIT 2645	ATTORNEY DOCKET NO. 003924.P001DC
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APPLICANTS

Prem Uppaluru, Cupertino, CA;
 Mukesh Sundaram, San Jose, CA;

*Yes AH***** CONTINUING DATA *******

THIS APPLICATION IS A CON OF 09/433,640 11/03/1999
 WHICH IS A DIV OF 09/249,395 02/12/1999 PAT 6,011,844
 WHICH CLAIMS BENEFIT OF 60/090,091 06/19/1998

*None AH***** FOREIGN APPLICATIONS *********IF REQUIRED, FOREIGN FILING LICENSE GRANTED****** 02/06/2002**

Foreign Priority claimed	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no	STATE OR COUNTRY	SHEETS DRAWING	TOTAL CLAIMS	INDEPENDENT CLAIMS
35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance	CA	7	20	2
Verified and Acknowledged	<i>Allan Hoosain AH</i> Examiner's Signature	Initials			

ADDRESS

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TITLE

Point-of-presence call center management system

FILING FEE RECEIVED 740	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
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